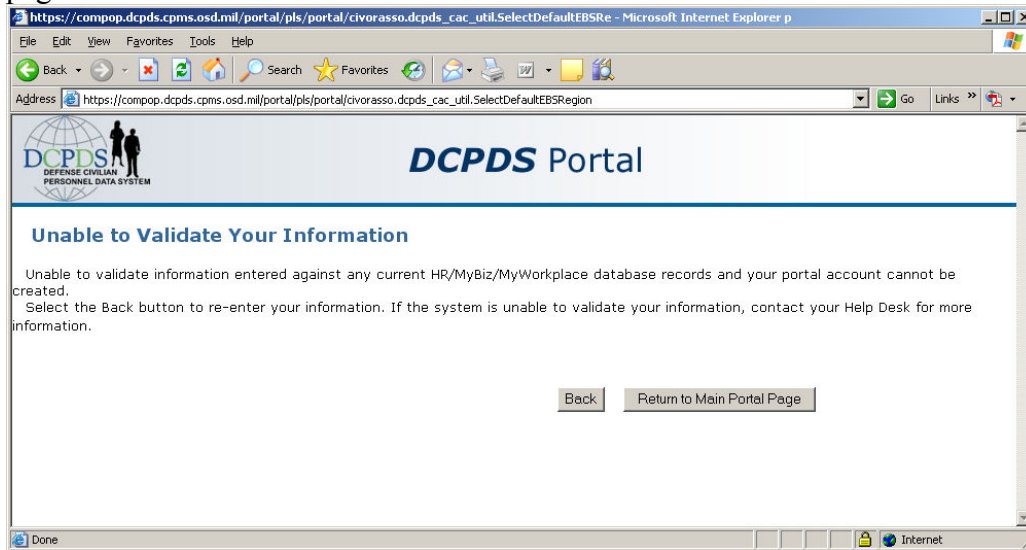


Suggestions for some of the problems being experienced out in the field:

#### *Problem 1#*

User is able to login w/his or her CAC. At the **Accessing Your Database** page, user clicks on the **Army Region** link and receives an **Unable to Validate Your Information** page.



#### *Solution:*

1. On the IE Browser click on **Tools** and select **Internet Options**
2. Click the **Delete Cookies** button
3. Click on **Delete Files...** when the window pops up, make sure to check mark (✓) the box that reads **Delete all offline content** and click on **OK**

If user is still encountering the same problem, then have him/her close all applications and log off the workstation/laptop. User must then log back onto his/her workstation/laptop and attempt to access the DCPDS RSO Portal.

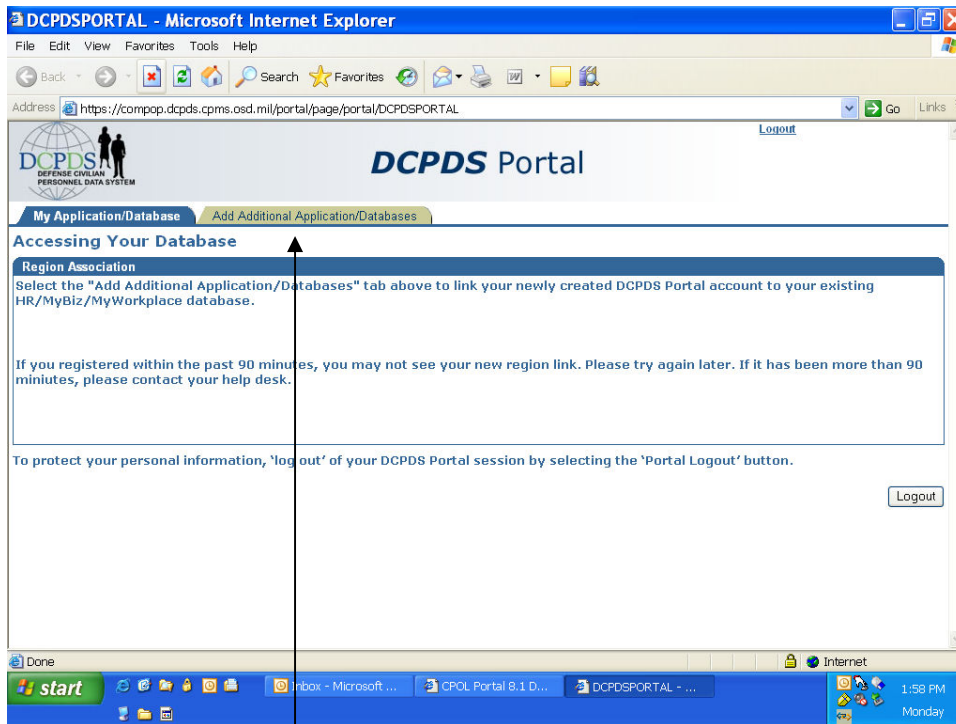
#### *Root Cause of Problem:*

User inadvertently clicked on the eMail Certificate instead of the Digital Certificate and the certificate information may have been cached causing the incorrect cert information to be read at the user's following login attempt.

---

#### *Problem 2#*

User is able to login with his/her CAC, but when he/she gets to the **Accessing Your Database** page and you see the following message: "If registered within the past 90 minutes, you may not see your regional link. Please try again later. If this issue persists, please contact the helpdesk."



*Solution:*

1. Select the **Add Additional Application/Databases** tab and enter your username in the **HR/MyBiz/MyWorkplace Username** and **Confirm HR/MyBiz/MyWorkplace Username** fields
2. Click on **Submit**

*Root Cause of Problem:*

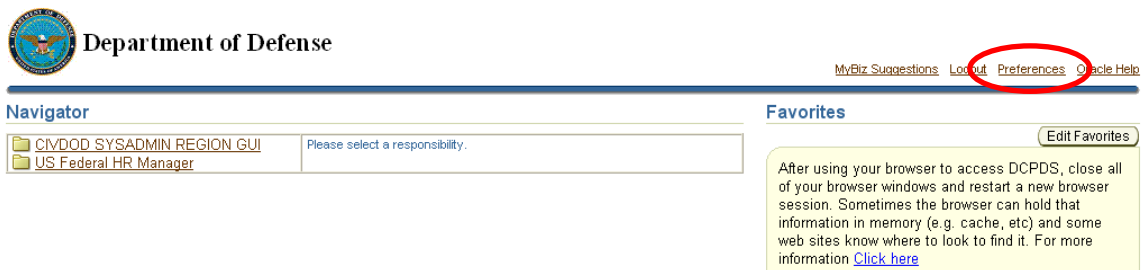
The user did not complete his/her CAC registration.

*Problem 3#*


User is unable to add additional accounts.

*Solution:*

1. After successfully logging onto the DCPDS RSO Portal and registering your CAC select the **Army Region** database
2. At the Navigator screen click on the **Preferences** link from the upper right hand corner



3. Click on the **Account Settings** button, located on the far right of the **General Preferences** screen



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- General
  - **Display Preferences**
  - **Access Requests**

### General Preferences


Cancel Reset to Default Apply

#### Languages

Current Session Language American English  

Default Application Language American English  

#### Accessibility

Accessibility Features Standard Accessibility  

#### Single Sign-On Account Settings


Account Settings

In the Account Settings, you can manage your accounts in the following ways:  
Switch to a different HR/MyBiz/My Workplace account  
Add additional accounts  
Set the default account

Cancel Reset to Default Apply

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4. The Single Sign-On (CAC/Non-CAC) Account Settings screen allows you to add multiple accounts. Click on the **Add Account** button




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### Single Sign-On (CAC/NonCAC) Account Settings

Your Portal account can be linked to multiple HR/MyBiz/MyWorkplace accounts within the same HR database. To add a new account, select the 'Add Account' button. To switch between one user account to another user account on the same database, select the 'Set as Current' button and select the 'Apply' button. To change your default account, select the 'Set as Default' button and select the 'Apply' button. Wherever the default is selected when you log out, is where you will be taken when you re-login through the portal.




Select an account and ...  
Select Username Current Account Default Account

<input type="radio"/>	LAURA.RODRIGUEZ	Yes	Yes
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Cancel Apply

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5. Enter your account Username (this would be an account other than the one used at time of CAC registration)
6. Confirm your account Username
7. Click the **Apply** button



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[Logout](#)

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### Add Account

\* Indicates required field

Please enter your HR/MyBiz/MyWorkplace account information. This account will be linked to the current Single Sign-On account.

\* Username

\* Confirm Username

Cancel Apply

[Logout](#)

8. After clicking the **Apply** button, the Username is displayed for your use

*For additional information on User Accounts view the DCPDS Portal User Guide, available to you on the CPOL Portal*

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## Name Discrepancies between DCPDS and employee's CACs

When User is unable to register his/her CAC successfully, due to a possible name discrepancy, the **Unable to Validate Your Information** page will appear.

A useful site for Analysts to research name discrepancies on an employee's CAC is the DISA DOD Global Directory Site (GDS). This site will allow the analyst to query an employee's name by Last and First name, phone number, or email address. Analyst will be able to view how the employee's name is listed in the DEERS d/b.

You will need your CAC to access the site.

For information on GDS go to: <http://www.disa.mil/main/prodsol/gds.html>

GDS Site: <https://dod411.gds.disa.mil/>

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### *Problem #4:*

Users from a .mil/.gov site are not able to access the DCPDS RSO Portal. Error message reads **Page cannot be displayed** and the firewall entries state the following message:

<https://compo.dcpds.cpms.osd.mil/>

Time: Jul 01, 2008 09:12:52.634 AM CEST  
Type: Informational  
Classification: Server  
Event: Access denied by remote server

Gateway: gate2.afne.army.mil  
Component: httpd  
Process ID: 11286  
Source: 192.168.6.201:4022  
Destination: 214.3.151.240:443  
Rule: 4

Details: Access denied by remote server, Source IP=192.168.6.201, Destination IP=214.3.151.240, Source Port=4022, Destination Port=443, Source Name=192.168.6.201, Destination Name=compo.dcpds.cpms.osd.mil, Detail=Unable to connect to remote system, Source Interface=eth0, Destination Interface=eth1, Protocol=http-https, Rule=4, Duration=188.987814, ID=3Q2Pd, Sent=70, Bytes=70, Server Source=155.7.186.4, State=rsa/rc4\_128\_md5

### *Solution:*

Their host IP names or their NAT IP needs to be DNS registered and resolved as a .mil/.gov address.

*Root Cause:*

The network is registered but if their specific host names are not, when the look up is done by CPMS, it just resolves as the IP and will not allow it access.

*Tip:*

To check and make sure that the user's hostname is registered in the DNS, you can run a tracert to their IP address. When the trace starts it should resolve as a name not just the IP.

**Example of a registered DNS:**

```
C:\Documents and Settings\mark.patterson2>tracert 128.190.xxx.xxx
```

```
Tracing route to BELVCPWKPATTEM1.nae.ds.army.mil [128.190.xxx.xxx]  
over a maximum of 30 hops:
```

```
 1  <1 ms  <1 ms  <1 ms  BELVCPWKPATTEM1.nae.ds.army.mil  
[128.190.xxx.xxx]
```

```
Trace complete.
```

If it resolves as just the IP then there is no DNS entry for their hostname and they will need to register it to access DCPDS (this has to be done by their local DOIM or IT support).

**Example of non registered host:**

```
C:\Documents and Settings\mark.patterson2>tracert 130.114.xxx.xxx
```

```
Tracing route to 130.114.xxx.xxx over a maximum of 30 hops
```

```
 1  <1 ms  <1 ms  <1 ms  128.190.xxx.xxx  
 2   1 ms   1 ms   1 ms  128.190.xxx.xxx  
 3   1 ms   1 ms   1 ms  128.190.xxx.xxx  
 4  25 ms  15 ms   6 ms  128.190.xxx.xxx  
 5   5 ms   2 ms   7 ms  128.190.xxx.xxx  
 6   2 ms   2 ms   2 ms  128.190.xxx.xxx
```